Welcome to Central Maine Power

You are important to us

The following will provide valuable information including CMP's services, your rights and responsibilities as our customer, and how to contact us when you need us. Visit **cmpco.com** to learn more about the topics discussed in this guide, as well as other valuable CMP information.

Understanding your bill

Understanding the different components of your electricity bill will help you understand and manage your cost. Your electricity bill is made up of two parts – delivery charges from CMP and supply charges from your chosen supplier. To see a sample bill with an explanation of all of its components, please visit **cmpco.com/SampleBill**.

CMP is your electricity delivery company. We maintain the electricity transmission and delivery grid, deliver electricity to your home or business, repair storm damage, and work to ensure the safety and reliability of our infrastructure servicing approximately 25,000 miles of power lines.

CMP does not supply electricity. You can choose who supplies the electricity delivered to you by CMP. Competitive electricity providers (CEP or suppliers) supply power to Maine homes and businesses. CMP is required by statute to include the supply charges on your electricity bill and to pass your payments on to suppliers.

If you do not choose a CEP, your supply will be provided by the Standard Offer, which is determined by the MPUC through an annual competitive bidding process.

Energy Manager

Get detailed information about your electricity usage, manage your energy use with online tools, and compare your usage to other typical users. Learn more at **cmpco.com/EnergyManager**.

Outage Alerts

Stay informed if the power goes out. Expect updates:

- If we detect a power outage in your area, with the estimated restoration time.
- If the estimated restoration time changes.
- Once we have restored power in your area.

Usage Alerts

Usage Update

Weekly updates with usage, estimated cost, and daily averages for the current billing period.

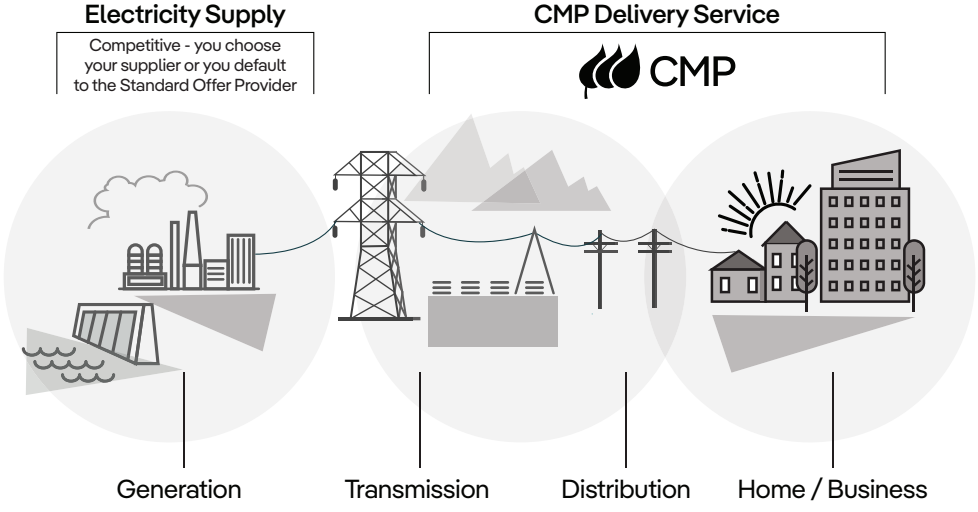
Usage Amount Exceeded

Set a monthly usage or dollar target amount and get notified if you exceed it.

Usage Change

Alerts for a big change in daily usage over three days in a row.

You can choose which alerts you want to receive and how you want to receive them – by text, email, phone or all three. Learn more at **cmpco.com/Alerts**.



Contact Us

Our knowledgeable Customer Care Representatives will answer your billing or service questions.

E-mail:
customer.service@cmpco.com

Residential accounts:
800.750.4000
Mon - Fri 7:30 a.m. - 6:00 p.m.

Non-residential accounts:
800.565.3181
Mon - Fri 7:30 a.m. - 5:00 p.m.

To discuss credit related issues:
800.686.4044
Mon - Fri 7:30 a.m. - 6:00 p.m.

To report problems with your electric service, an outage, or an emergency:
800.696.1000
24 hours

Web address:
cmpco.com

Live chat via our website:
Chat with Ava 24/7

Mailing address:
83 Edison Drive
Augusta, ME 04336

Follow us:

facebook.com/centralmainepower

@cmpco

central_maine_power

Download our Mobile App

Our Mobile App makes it easy to manage your account

Central Maine Power
An Avangrid company

Billing and payment options

Each month we will send you a bill based on your electricity use. Your bill can fluctuate from month to month, depending on your usage and on the number of days in the billing cycle. If we are unable to read your meter due to inaccessibility, extreme weather conditions or emergencies, you will receive a bill based on an estimated meter reading, indicated by an asterisk on the bill. CMP is required by law to bill and collect payments for electric supply on behalf of third-party electric generation companies. We do not profit from these charges. CEPs may choose to send you a separate bill for your electricity supply.

eBill

Get your bill delivered quickly and securely to your email inbox. If you'd rather receive a paper bill in the mail, you can also choose that option.

SimplePay

SimplePay lets you make stable monthly payments based on your average monthly electricity usage over the past year.

Payment arrangements

You may be eligible to pay off your balance in installments with a reasonable payment arrangement that works for you. Log into your online account to see if you are eligible to make an online payment arrangement or call us at **800.686.4044**. We consider the following when establishing a payment arrangement:

- Ability to pay.
- Previous payment history.
- Reasons for non-payment.
- Size of the overdue amount.
- Length of time the bill has been unpaid.

Victims of domestic abuse

If you have a Protection from Abuse order, you have additional options available to you. Please contact us at **800.750.4000** to learn more.

Ways to pay

We offer a variety of ways for you to pay your bill.

AutoPay

Automatic payments are the easiest way to pay your bill on time each month. Your payment will be automatically deducted from your bank account.

Mobile App

You can download our Mobile App at the App Store or Google Play or text **APP** to **267898** to have a downloadable link sent to your device.

Online

You can make an online payment using your bank account, debit or credit card at **cmpco.com/PayToday**.

In person

You can pay your bill in person at a payment agency authorized by CMP. Visit **cmpco.com/PayInPerson** to find an agency near you.

Mail

You can mail your payment to:
Central Maine Power Company
P.O. Box 847810,
Boston, MA 02284-7810

Late payments

If payment is not received by the due date on the bill, a late fee may be assessed on the unpaid balance. The amount of the late fee is established by the Maine Public Utilities Commission (MPUC).

Security deposits

In some circumstances, a security deposit may be required. If we require a security deposit, we will:

- Provide information about the amount, terms – if it is due in full or in installments – and possible payment options for the security deposit.
- Explain what to do if you have questions or concerns.
- Credit your account monthly with the interest earned on security deposits paid in cash.

The typical residential security deposit amount is the sum of two consecutive months with the highest usage in the past year at the location. Customers may choose to pay the security deposit amount in full or in three installments.

Customers already on a payment arrangement for outstanding bills may be asked to pay the deposit in full. We will return a security deposit to a residential customer after 12 consecutive on-time and in-full payments with no remaining account balance. If an account with a security deposit is closed, the security deposit will be applied to the existing account balance and we'll refund any remaining security deposit amount, including accrued interest, within 30 days of closing the account.

A security deposit for a non-residential customer is equal to two of the highest bills during a recent 12-month period for a similar business. The security deposit may be paid by cash or other methods that are included in the deposit disclosure letter. It will be refunded after five years of consecutive, on-time and in-full payments for a small business and held for the life of a medium or larger business.

Delivery pricing and pricing options

We offer a variety of pricing options for our residential customers. You can choose one that fits your lifestyle, including optional delivery rates to support the adoption of new technologies like heat pumps and electric vehicle charging stations. Minimum costs, pricing options, one-time fees, and the cost of any additional services may be reviewed at **cmpco.com/Pricing**. The MPUC approves the rates we charge for electricity delivery. We cannot change our delivery rates without approval from the MPUC.

Our meters

We test our meters regularly to ensure they are operating in accordance with American National Standards Institute and MPUC accuracy standards. Historically, our meters have been found to be more than 99.9% accurate. You may request a free meter accuracy test once every 12 months.

If you have questions on how to read your smart meter, please visit **cmpco.com/ReadMyMeter** or call us at **800.750.4000**.

Assistance programs

You may qualify for help paying your electricity bill. The best source of information is to call **211** or your local Community Action Agency (CAA). Find the name and phone number of your local CAA online at **cmpco.com/HelpWithBill** or call Maine Housing at **800.452.4668**.

Call 211 for information

If you or someone you know needs help, call **211** for information related to possible assistance resources throughout Maine. **211** is Maine's 24/7 health and human services information and referral system.

Home Energy Assistance Program (HEAP)

HEAP offers income-qualified customers heating assistance, repairs and weatherization. Apply for HEAP with your local CAA.

Energy Crisis Intervention Program (ECIP)

Assistance for qualified HEAP customers facing disconnection of service. Apply through your local CAA.

Electricity Lifeline Program (ELP)

ELP, also known as LIAP offers qualifying customers an income-based discount on their monthly electricity bill.

Oxygen Pump / Ventilator Program

This program provides financial assistance if, for health-related reasons, someone in the household uses an oxygen pump or ventilator for at least 8 hours each day. You must qualify for ELP to be considered for this benefit. A certification form must be completed and signed by your physician annually. ELP participants living in subsidized housing may also qualify for this benefit. Contact your local CAA to apply.

Arrearage Management Program (AMP)

The AMP offers qualified customers help in reducing a past due balance. For every in-full and on-time payment made, a credit is applied to your past due balance. Learn more at **cmpco.com/AMPDetails**.

Friend Alert Program

When you sign up for our Friend Alert Third Party Notification Program, a friend, agency or organization you designate will receive a copy of any important notices we may send you. The person who's designated to receive such notices is not responsible for payment of the bill. Call us at **800.750.4000** for more information.

Medical emergencies

If you or a member of your household notifies us of a medical emergency at your service address, we may not disconnect the electric service. This can be declared by phone. An authorized medical professional must certify the medical emergency within three business days. The Certificate of Medical Emergency form can be found at **cmpco.com/HelpWithBill**. Disconnection for nonpayment can be postponed for up to 30 days per medical emergency. This does not cancel the bill, but it will give you time to manage your finances. We will refer you to your local CAA and 211 for assistance. A customer may certify up to three medical emergencies per household over a 12-month period.

Lifelight Program

If someone in your household is on a life support system, visit **cmpco.com/Lifelight** or call us at **800.750.4000** for more information and to obtain enrollment forms. If we know you or someone in your home is on life support or has medical equipment that requires electricity to operate, we will notify you in advance of planned outages so you can be ready with a backup plan. In the event of an unplanned outage, we will notify you if the outage is expected to last for an extended amount of time, so that you can consider alternative plans.

Customer Service Guarantee

We are committed to providing you with timely, accurate and courteous customer service. If, at any time, we don't live up to our commitment, we want to hear from you.

At CMP, we back our quality customer service with the following guarantees:

- We guarantee the amount of your bill is accurate and will be delivered on time. If there is ever a mistake we will correct it. We will also provide you with an additional credit of $25 to apologize for the error.
- We guarantee your new service connection date. If we don't connect your new electric service by the date promised, a credit of $250 will be applied to your account.
- **When there's a widespread outage, our top priority is restoring power to our customers.** Therefore, our guarantee does not apply for new service connection dates when we suspend normal business operations because of storm conditions or other emergencies. For your safety and the safety of our employees, certain appointments may be rescheduled due to weather conditions that pose a safety hazard. Thank you for your understanding.

Claims

We will consider claims for damage caused by a service interruption, except when the interruption is beyond our control. For complete details, please see Section 18.7 of our Terms and Conditions at **cmpco.com/TermsAndConditions**. You may file claims for any such damage at **cmpco.com/Claims**.

Concerns

If you have any questions or concerns about your service account, please call us at **800.750.4000**. We will answer any questions you may have and investigate your concerns. If you disagree with our resolution of a dispute, you have the right to appeal to the Consumer Assistance Division (CAD) of the MPUC. The CAD investigates and resolves complaints, educates the public and ensures utilities remain in compliance with state statutes and commission rules. To contact the CAD, call toll-free at **800.452.4699**, email at **CASD.PUC@maine.gov**, write to 18 State House Station, Augusta, ME 04330-0018 or visit **maine.gov/mpuc**.

Before you contact the CAD, please give us the opportunity to work with you to resolve your concern. We cannot disconnect your service for a disputed amount. However, you are responsible for the portion of the bill that is not in dispute. If you contact us before a disconnection and we cannot agree on a payment arrangement or other plan to avoid the disconnection, you may appeal to the CAD as described above.

Disconnection of service

Technology allows meters to be connected and disconnected remotely. We don't want to disconnect anyone's service and we work with our customers to resolve payment concerns. Please call us at **800.686.4044** if you need help with your electric bill or visit **cmpco.com/HelpWithBill** for a list of assistance programs that you may be eligible for.

We will begin disconnection procedures if a customer:

- Does not pay or agree to a payment arrangement for an overdue bill.
- Does not make payments according to an agreed upon payment arrangement.
- Does not pay, arrange for payment, or provide someone who is willing to guarantee the security deposit payment.
- Uses electric service without being identified as an authorized user on the account.
- Refuses access to CMP's equipment.
- Tampers with CMP's equipment.
- Obtains service without payment.
- Creates a safety hazard or interferes with CMP's infrastructure.
- Misrepresents their identity to get service.
- Does not comply with a decision made by the MPUC or its CAD.

  From November 15 through April 15, residential electricity service cannot be disconnected without permission from the MPUC.

In most cases, we will notify a customer, at least 14 days (seven days for non-residential) before a stated disconnection date. However, we may disconnect within three business days for the following reasons:

- A broken payment arrangement.
- An unpaid deposit or guarantor of payment.
- Insufficient funds on a returned payment.
- Not in compliance with a decision from the MPUC or its CAD.
- Receiving service without applying to become a CMP customer.

If you are behind on your bill, please contact us at **800.686.4044** and speak with a representative about how we can help. We will disconnect without notice in cases of unauthorized use (meter tampering), dangerous conditions, or if the customer requests disconnection. A disconnection notice will state the date of disconnection and is valid for 10 business days after that date.

Disconnection notices inform customers how to avoid disconnection, how to dispute a bill or the disconnection itself, and about available assistance. We do not disconnect service for credit reasons on a Friday, a weekend, a legal holiday, the day before a legal holiday, or on any day that our office is not open for business. If you are moving out, please fill out our Stop Service request form at **cmpco.com/MovingOut** at least one business day in advance. You may also contact us at **800.750.4000**.

We will not disconnect a customer for:

- Non-basic service charges, such as merchandise or services that are not regulated by the MPUC.
- Estimated usage (unless the customer refuses access to the meter, has an opt-out meter or does not pay an estimated bill which has been verified by an actual reading).
- A disputed bill amount until the dispute is resolved.

However, the undisputed portion of the bill is still due. We also will not disconnect services of a tenant at the request of their landlord, unless we first give the tenant the opportunity to put the account in their name and the tenant fails to do so. We will not charge a tenant for their landlord's unpaid bill or bills.

Reconnection of service

Our Customer Care Center hours are 7:30 a.m. to 6 p.m., Monday through Friday. We will work to reconnect service on the same day as the request is made, if the request is received before 5 p.m.. If the request is received after 5 p.m. or on weekends or holidays, we will make every attempt to reconnect on the same day remotely and guarantee a reconnection by 5 p.m. the next business day. For your safety, we recommend that the main breaker be turned off prior to any reconnection of service. Appliances that have been left on will resume operation once service is turned on. Customers who are disconnected for non-payment, unauthorized use, or theft of service may need to pay a security deposit to be reconnected. When both a security deposit and an unpaid balance are required, the customer may pay either in full and enter into a payment arrangement for the larger amount. We may charge a fee for reconnection of service. Please check with CMP for fees.

If you are moving out, please fill out our Stop Service request form at **cmpco.com/MovingOut** at least one business day in advance. You may also contact us at **800.750.4000**.

Interruption of service

We are proud to provide safe and reliable electric power. Occasionally service may be interrupted due to extreme weather, accidents or planned maintenance. Visit our website at **cmpco.com/Outages** for more outage news and resources.

Report an outage

We know that experiencing an outage at any time can be an inconvenience and we will work as quickly and safely as possible to restore your power. Smart meters know when the power goes out and will automatically notify us of the outage. While you don't have to report a power outage, you can do so in a number of ways:

- Sign up for Outage Alerts and we'll let you know if your power is out.
- Download our Mobile App to report an outage.
- Visit our website **cmpco.com/Outages**.
- Call us at **800.696.1000**.
- Or let your smart meter do it for you!

Power quality

As your electricity delivery company, we build and maintain a smart, strong, resilient electricity grid, safely deliver power to your home or business, repair storm damage, and ensure the safety and reliability of our infrastructure.

Severe storms. high winds, falling trees, and motor vehicle accidents hitting utility poles can cause power line disturbances. Most electrical devices can tolerate short-term power disturbances without any noticeable effects. However, more serious disturbances can cause equipment damage. We encourage you to use adequate equipment that you may choose for your home, such as a whole house surge protector to protect electrical items in your home. To learn about protective equipment, please visit **cmpco.com/PowerQuality**.